

Safer and Stronger Communities Overview and Scrutiny Committee

Multi Agency Interventions Project Update Report

6 January 2015



Report of Ian Hault – Neighbourhood Protection Manager

Purpose of the Report

1. The purpose of this report is to provide an update on the progress of the Multi Agency Interventions (MAI) Project.

Background

2. This update report to the Safer and Stronger Communities Overview and Scrutiny Committee following a presentation and report earlier in 2014 and covers activity focusing on four main areas; project governance: evaluation of progress against the MAPs review; information sharing; reviewed timeline and implementation of the pilot in East Durham.

Project Governance

3. The pilot has progressed across the last 6 months and a significant amount of work on the wider project has been achieved. The model has been developed; consultation on the model has been undertaken with partners; the communication plan has been implemented, the Information Sharing Protocol has been drafted and is now going through consultation with partners; the supporting IT system is in place; the pilot implementation in Peterlee is ongoing; the pilot has been rolled out to Seaham in December.
4. The infrastructure work for the new model has reached a stage where there is a need to examine resources with regards to staffing, locations and operational fit with other services in Neighbourhoods. This requires the lead to be undertaken by the service manager for the ongoing Multi Agency Interventions.
5. The Neighbourhood Protection Manager will lead on all further pilot implementation and rollout work and reporting progress into the Safe Durham Partnership (SDP).
6. Ongoing work regarding the Information Sharing Agreement and some communication work will still be undertaken by the Strategic Programme Manager – Safer and Stronger Communities.

Evaluation of progress against MAPS2 review

7. The MAPS review highlighted a number of areas which needed to be addressed as part of the development of a new way of managing community safety issues.

- Membership was/is not consistent, attendance from key partners varied across geographic areas.
- There are procedures in place but they are not being applied consistently across services.
- There are issues with the sharing of personal and confidential information across a wide range of partners, particularly the use and circulation of a detailed 'matrix' off all MAPS caseloads to members of the groups.

8. The new MAI process tackles these as follows

- Sign up to the new Multi Agency Interventions process by partners has been slow and hampered by the need by agencies to have a level 3 information sharing agreement (ISA) in place. But this has now started to improve as training and the ISA have been developed. A list of those trained and signed up to deliver on the approach can be found at Appendix 2.
- The development of the on line FIRsT system to support online case management of MAI cases has meant a consistent process will be applied across the count. The system has supporting documents, templates and operational guidance in place to ensure consistency of approach.
- A new ISA is in draft, this has been signed off by individual organisations as it has been developed. A list of the signatory organisations can be found at Appendix 3

9. In conclusion the new MAI approach is clearly addressing the concerns raised as part of the LMAPs review.

Information sharing

10. One of the key issues raised in the Local Multi Agency Problem Solving (LMAPS) review was the methodology being used to share person identifiable data. This was an area that was of significant concern to partners and has been addressed through the use of a secure online system for the new MAI process.
11. The FIRsT system is an online case management module which is used to support the new MAI process. This includes a secure area for storage of relevant documents - Doc Guardian which allows practitioners to share and access information securely. Licenses to access the FIRsT system are free for partners involved in the case management of individuals
12. The sharing of information across the Safe Durham Partnership (SDP) partners is governed by the current SDP Community Safety Information Sharing Protocol and the old LMAPS process which is still in place in some areas of the county has a tier 3 dataflow agreement which sits below the overarching protocol.
13. In order to support the implementation of the MAI project a new agreement has been produced for sign off by the partnership. A draft ISA has been developed and this is currently under consultation with partners. It is proposed that this will be brought to the January 2015 meeting of the SDP.

Project Timeline

14. Previous reports have highlighted the need to ensure that the new MAI process is fully tested and is fit for purpose.
15. With this in mind the timeline below updates the board on projections :
 - Rollout into Seaham December 2014;
 - Phased rollout completed December to May 2015;
16. This takes into account the current capacity of staff involved and the availability of wider agencies to receive elements like the training over the coming months.

Project Pilot

17. Previous reports received have provided information on the number of the cases handled and this work continues with referrals in the Peterlee area being receive from Police, ASB, East Durham Homes, HIP in the main.
18. A number of case studies about the 'client's' journey are coming through which show the value of the holistic approach employed. An example is an individual who caused concerns for themselves through worklessness, alcohol consumption, mental health but also for the community through their activity in ASB. This case shows significant progress on all fronts and an example of how wider teams can really work together. It also reduces the demand for frontline staff across a number of agencies.
19. A crucial factor for the board to be aware of is the volume of cases now being handled compared to the previous state. Prior to this work there were 24 cases across the whole of the East, now there are 29 in Peterlee alone. If this continues then it will reflect a threefold increase in cases to be assessed and allocated prior to any team around working.
20. The value of both the initial information trawl to gather a rounded picture and have the right 'team around' is clear from the case study.
21. Currently the investment in staff conducting the assessment and coordinating cases comes from the safer neighbourhood/community teams within locality policing and DCC Neighbourhood Protection. Further work is required on the volume of cases to be assessed and processed in the context of future budget reductions.

Potential Opportunities

22. Two funding bids, one local and one regional, to support delivery of interventions and Lead Professional support for the MAI process were been submitted.
23. The regional bid was to the DCLG Single Homeless Fund for Durham and Darlington and has a focus on support for the homeless using a case management and Lead Professional approach and will support the MAI process. No decision has been reached at this point.

24. The local funding bid to support the Lead Professional role for outreach domestic abuse services was successful and Harbour will undertake the role from mid-November 2014. This will support the new MAI process as analysis of Police Data shows that 58% of cases which would be tackled through a multi-agency approach have domestic violence as one of the main presenting problems.

Conclusion -

25. The pilot project is operational with rollout into Seaham in December and onward across the county. The case study provides evidence of the success of the approach, however further work is required on the volume of cases to be processed and handled in the context of future budget reductions.
26. Information sharing is being considered by partners and a data flow agreement has been developed and consultation has begun with partners. A copy of the draft ISA will come to the January SDP meeting.
27. Further opportunities to enhance the MAI process are currently being explored both locally and regionally. The local Domestic Abuse funding bid has been successful and work to implement the LP support is underway.

Recommendations

28. Members are asked to note the content of the report and comment accordingly.

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Appendix 1: Implications

Finance – None

Staffing – None

Risk - None

Equality and Diversity / Public Sector Equality Duty – None

Accommodation - None

Crime and Disorder – Activity of multi-agency problem solving groups includes reducing crime and disorder within County Durham

Human Rights – None

Consultation – None

Procurement – None

Disability Issues – None

Legal Implications – None

Appendix 2 - Organisations trained

Row Labels	Count of Date of Training
Accent Foundation	4
Community Drug Service	4
CRC	3
DCC EHCP	1
DCC Housing Intervention Project	2
DCC Housing Solutions	5
DCC Neighbourhood Protection	10
DCC Public Health	1
DCC Safer Communities	4
DCC Social Care Direct	2
DCC Think Family	1
DIP team	2
Durham Money Advice Centre	2
East Durham Homes	10
FIRE	1
Four Housing	1
Four Housing	8
Harbour	4
ISOS	1
Moving On	10
NEAS	4
Police CRU	
Police DA Unit	2
Police Domestic Violence	1
Police NPT	31
Police Partnerships	3
Victim Support	1
(blank)	2
Grand Total	120

Appendix 3 – Information sharing Agreement

List of core ISA members	Update
Durham County Council, IG	Final doc to go to LS
Housing Solutions	Discussion underway awaiting comment
Durham Constabulary	Signed off
Tees Esk & Wear Valley NHS Foundation Trust,	Signed off
County Durham & Darlington NHS Foundation Trust,	Signed off
Community Drug Service,	Signed off
Community Alcohol Service,	Signed off
Probation CRC ARCC	Signed off
National Probation Service,	Signed off
Durham Prison Service,	No contact yet
Durham Specialist Domestic Violence Provider (Harbour)	Signed off
Job Centre Plus,	With IG leads for JC+ could be long process
Durham Fire Service,	Initial contact made
Cyrenians,	No contact yet
DISC,	No contact yet
MIND,	No contact yet
Victim Support	Initial contact made
Housing Providers :	Meeting of Strategic Housing Group 11.11.14
East Durham Homes/ Durham City Homes/Dale and Valley Homes	County Durham Housing now - awaiting comment
Four Housing,	Meeting arranged DT & JS
Derwentside Housing,	Awaiting comment
ACCENT,	Awaiting comment
Cestria/ISOS	Signed off
Livin	Awaiting comment
Home Housing	Awaiting comment